

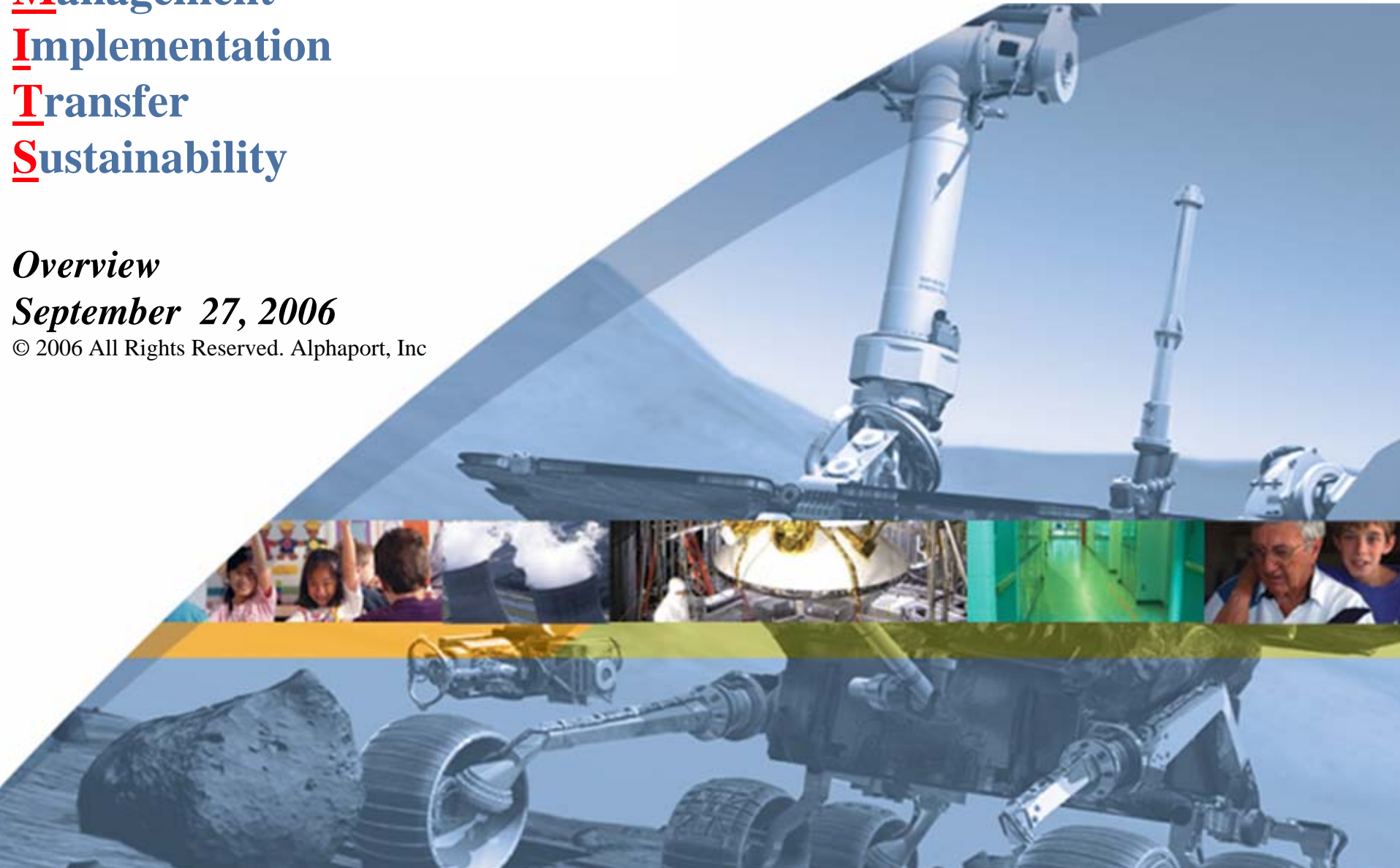
Knowledge
Retention
Management
Implementation
Transfer
Sustainability



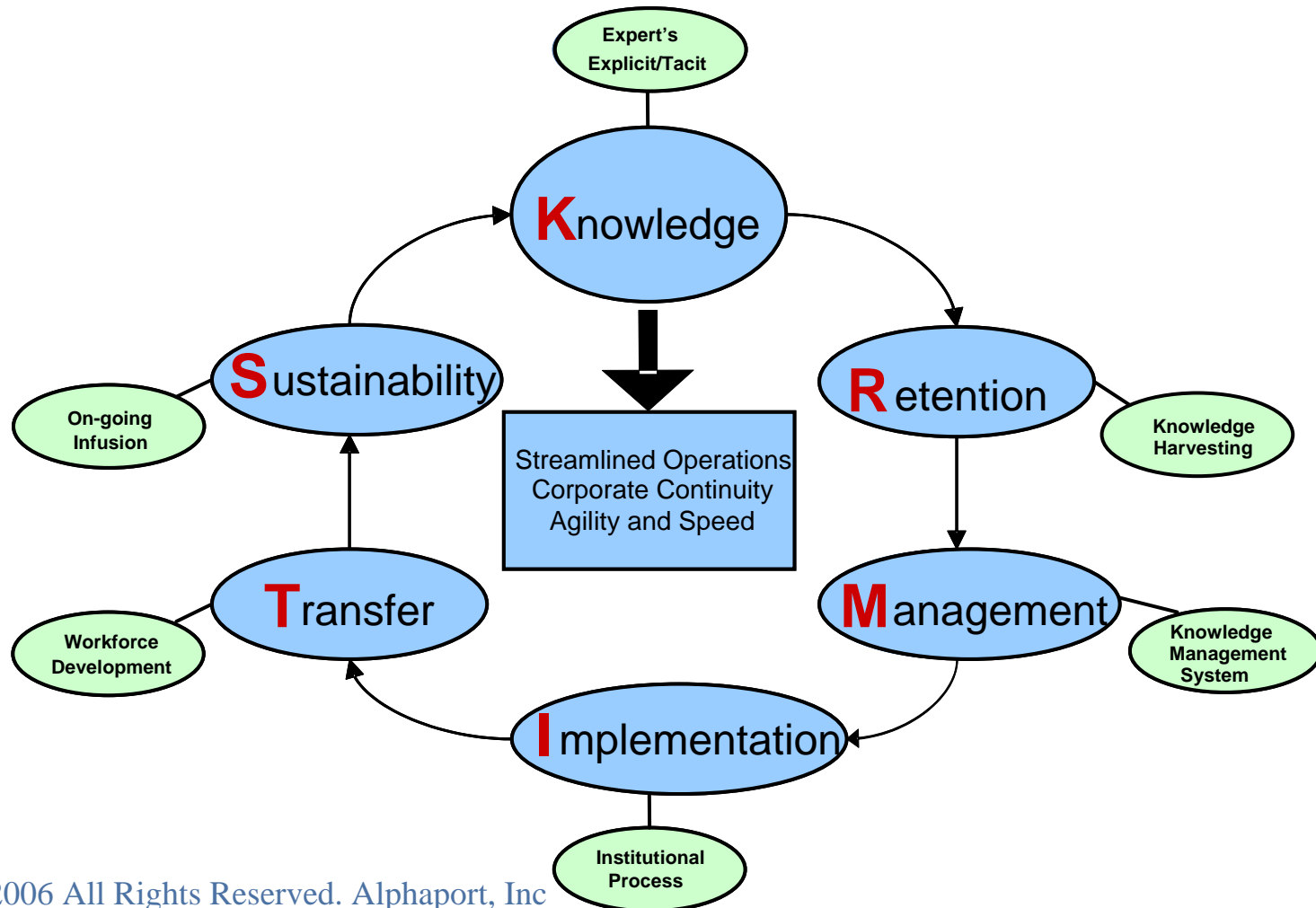
Overview

September 27, 2006

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Knowledge ⇨ **R**etention ⇨ **M**anagement ⇨ **I**mplementation ⇨ **T**ransfer ⇨ **S**ustainability



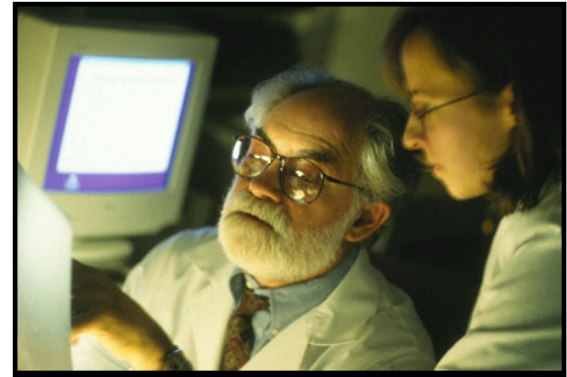
Knowledge ⇨ **R**etention ⇨ **M**anagement ⇨ **I**mplementation ⇨ **T**ransfer ⇨ **S**ustainability

- Elevate “at-risk” knowledge to the status of a valued & threatened resource
- Identify explicit and tacit knowledge of the critical-to-success retired expert – a virtually untapped resource
- Define criteria to evaluate and categorize the knowledge available from the appropriate retiree pool
- Defend the threatened resource by harnessing appropriate retiree expertise



Knowledge ⇨ Retention ⇨ Management ⇨ Implementation ⇨ Transfer ⇨ Sustainability

- Knowledge gap analyses are performed to identify areas that will be at risk due to loss of personnel
- Knowledge can be harvested using mentoring of protégés, video interviews, and expert profiling techniques
- **KRMITSsm** provides a methodical approach to identifying and retaining critical knowledge



KRMITSsm: Retention Element Example

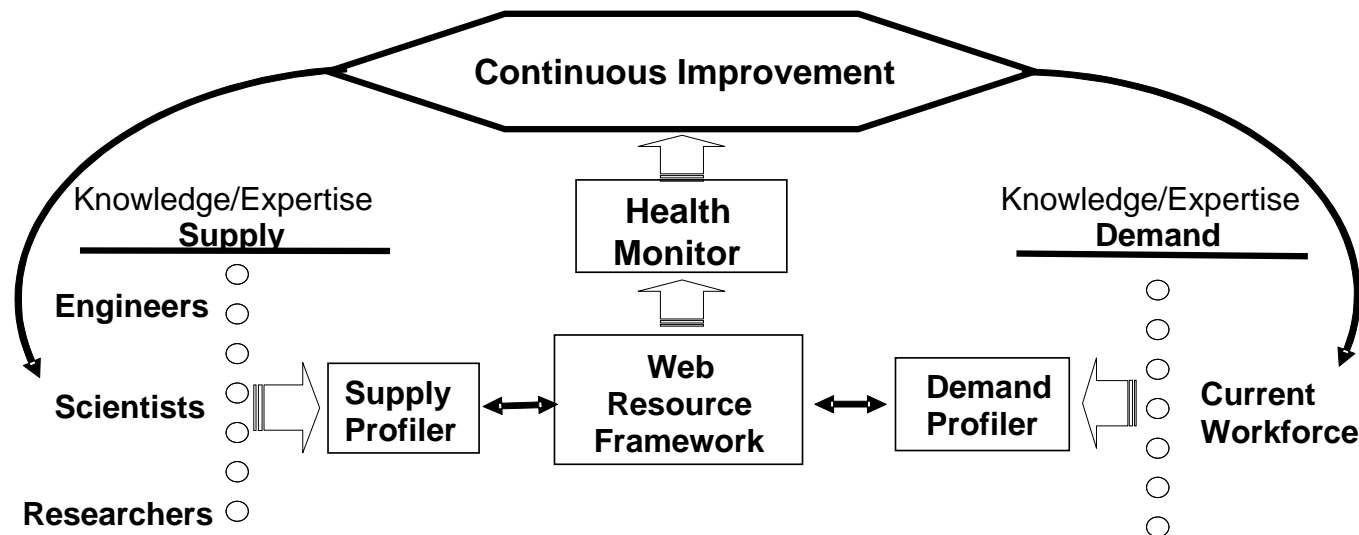
Knowledge ⇨ Retention ⇨ Management ⇨ Implementation ⇨ Transfer ⇨ Sustainability

- **KRMITS** applied at NASA GRC to capture space nuclear reactor engineering expertise
 - Identified personnel critical to the area
 - Conducted risk analysis and identified critical mission assurance needs
 - Created state-of-the-art knowledge database for fission reactor & fuel technology for deep space missions
 - Identified method for quality assurance for critical parts using resources at Ohio State University (OSU) nuclear reactor facility
 - Completed series of tests and validated methodology
 - Developed and delivered curriculum, based on expert tacit knowledge, to civil servant workforce assigned to Project Prometheus
 - Initiated education outreach for OSU and Univ. of Cincinnati students



Knowledge ⇨ Retention ⇨ Management ⇨ Implementation ⇨ Transfer ⇨ Sustainability

- **Virtual workplace to allow easy access to our resources**
 - Web-based portal provides framework
 - Communities of Practice
 - Cataloging of content



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- Provides structure to execute planning & coordination of the foregoing elements of the **KRMITSsm** model. For example:
 - Identify & develop champions within user organizations
 - Develop institutional processes to foster rapid execution of tasks (e.g. use of standard training templates for Subject Matter Expert – SME courses)
- Requires aggressive outreach function to establish & implement a broad awareness of and recognized need for these services and capabilities



Knowledge ⇨ Retention ⇨ Management ⇨ Implementation ⇨ Transfer ⇨ Sustainability

- Specialized, targeted courses use retired experts to impart practical knowledge & lessons learned that directly impact today's programs to augment knowledge transmitted by traditional instruction
- Flexible training formats include one-on-one, one-to-many in classroom, and distance learning via Internet
- **KRMITSsm** approach stresses intimate involvement of SME instructors to infuse “vitality”, depth, and credibility into the training content
- Provides unique approach to career development



We use only those who have really “been there, done that”



Engineering Transfer Example

- Four day course on Launch Vehicles with Emphasis on Upper Stages presented to GRC to support Vision for Space Exploration
 - Utilized Alphaport retiree experts in conjunction with instructors from Launchspace
 - Two sessions given to classes of 30 participants each
 - Third session for 60 students scheduled for March 27
 - Mix of project, engineering, and research personnel
 - Extremely positive feedback on quality of course, especially GRC retiree real-life examples, scenarios, and experiences
 - Alphaport received letter of commendation from GRC Chief of Organization Development and Training Office



Knowledge ⇨ **R**etention ⇨ **M**anagement ⇨ **I**mplementation ⇨ **T**ransfer ⇨ **S**ustainability

- Provides a **structured** approach to continuous re-infusion of retiree knowledge
 - Utilizes the people with the most experience and knowledge to drive workforce development and continually infuse this expertise back into the pipeline
 - Trains/retrains and mentor workforce
 - Establishes an Educational Career Awareness and Needs Assessment





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Main Office / 6002 Fleet Ave. / Suite 100 / Cleveland, OH 44105
216.441.4335

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